

CallSwitch Hosted Telephony

Contact Centre Edition





Contents

- 3.** CallSwitch Contact Centre
- 4.** Communicator Soft Client
- 6.** Contact Centre Management
- 7.** Call Recording
- 8.** Intelligent Integration
- 9.** Administration Portal
- 10.** Desk Phones
- 11.** Network Resilience
- 12.** Contact Information



CallSwitch is a market-leading hosted telephony platform, delivering the full suite of Unified Communications features, integrations, and fully supported hardware to mobilise your workforce in an affordable, efficient way.

The Contact Centre edition of our platform enables you to deliver exceptional service to your customers, enhance agent productivity, and empower supervisors with visibility and control over activity within your contact centre environment. Key features of the solution include:



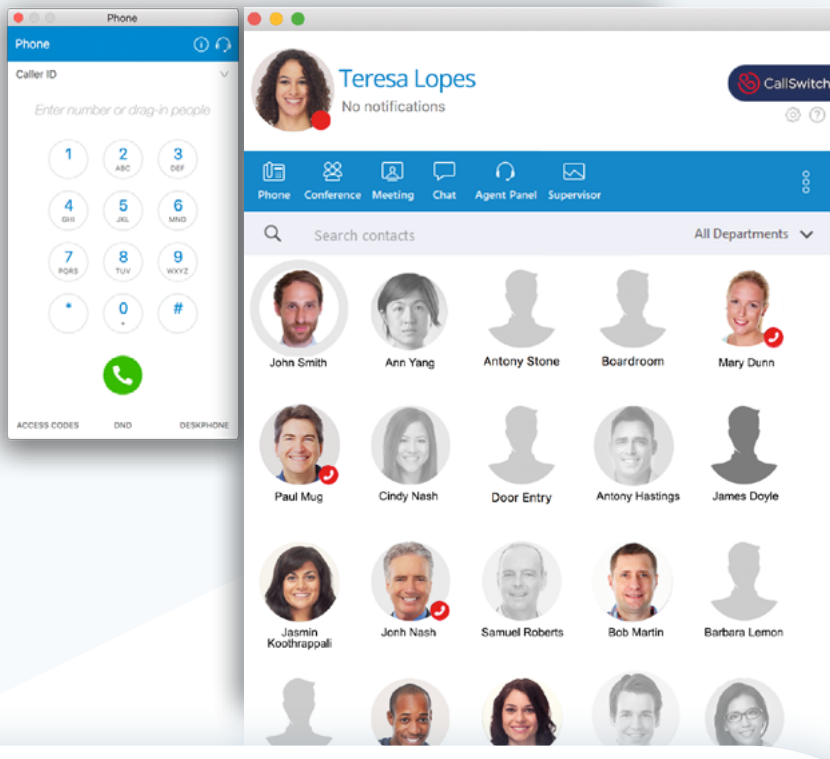


Communicator Soft Client

The Communicator soft client is your window into the CallSwitch platform, enabling your employees to communicate and collaborate however they wish, on any device, and from wherever they're working.

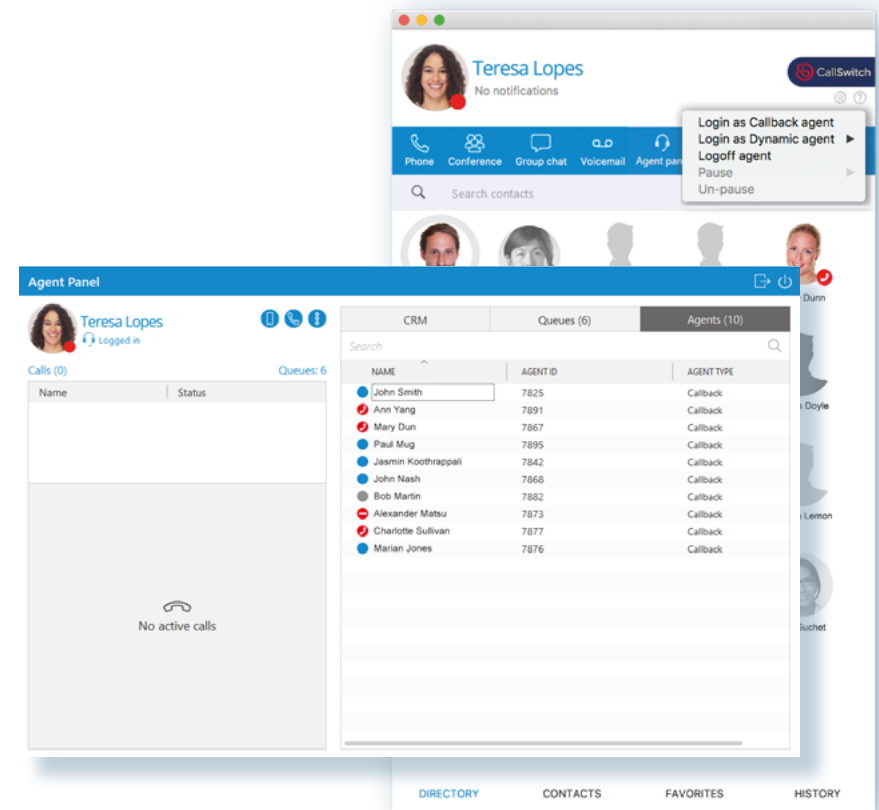
With Contact Centre edition, our Communicator app is delivered in two flavours – **COMMUNICATOR 'SUPERVISOR'** and **COMMUNICATOR 'AGENT'** depending on the employee.

Available for desktop (Windows and Mac OS), and mobile (iOS and Android), Communicator delivers a host of other communication and collaboration features within a single, intuitive pane – softphone, video, instant messaging, group conferencing, screen and document sharing, and presence.



COMMUNICATOR 'SUPERVISOR' is a real-time hub for monitoring and managing teams of agents. It displays real-time call and agent statistics and provides live monitoring of contact centre performance. The supervisor can respond to escalation alerts from agents requiring managerial assistance and then monitor or intervene on any call.

COMMUNICATOR 'AGENT' enables your contact centre employees to sign into and respond to inbound calls, and view the status of other agents and calls pending in their associated call queues.



Contact Centre Management

WALLBOARDS

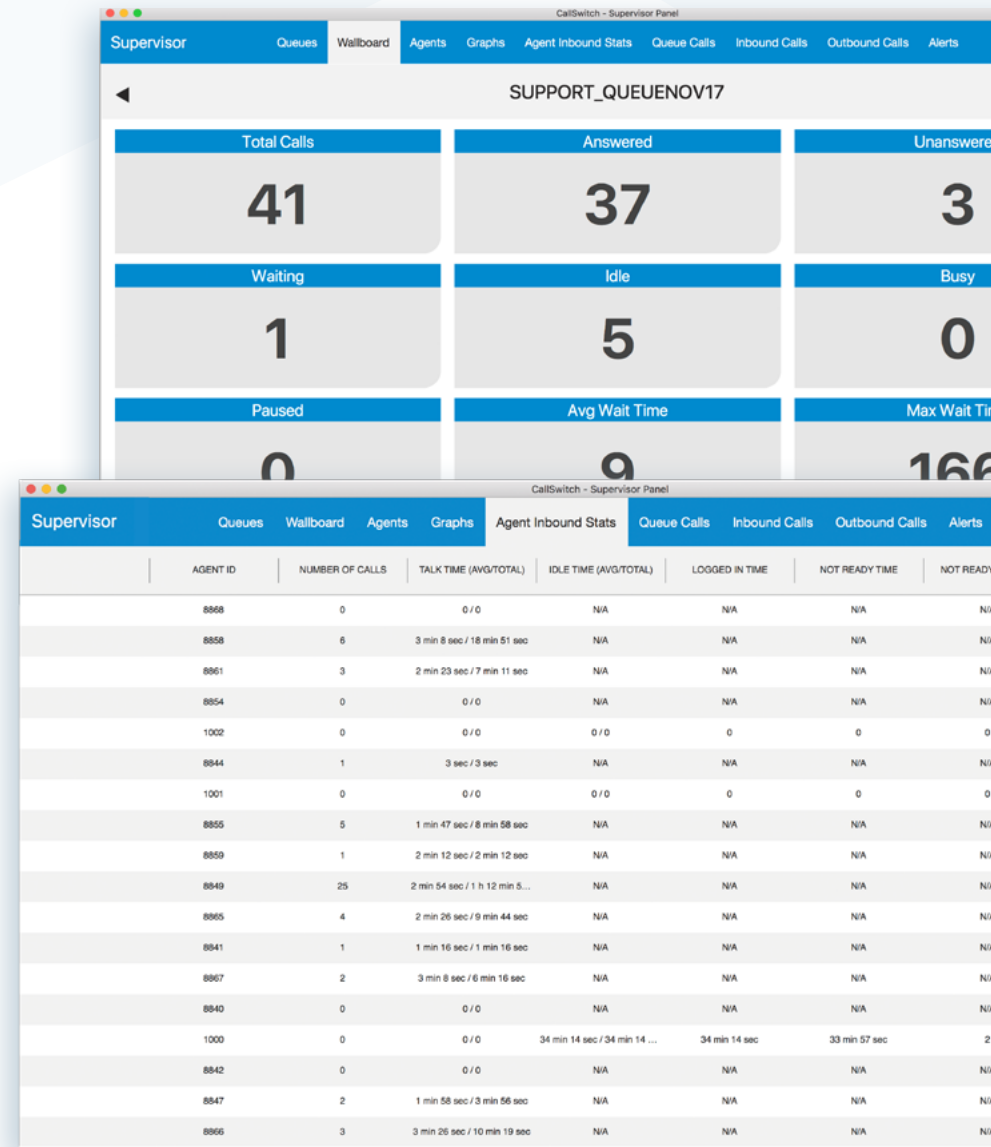
Wallboards can provide your agents with live insight into how they are meeting customer needs and internal quotas while enabling supervisors to identify areas of increased demand that could require additional resource.

CallSwitch wallboards display a host of live call statistics across the your contact centre, enabling you to monitor activity and respond to any performance issues promptly.

REAL-TIME MONITORING & ANALYTICS

In addition to wallboards, contact centre supervisors can leverage a wealth of statistics and graphs to quickly analyse the performance of individual agents, or groups thereof, and the contact centre as a whole.

This could include calls answered by an agent, talk time, or any associated delays, calls that went unanswered, wait times, and more. All data is presented as a timeline of events in graphical format, and can be viewed live or reported on historically, as required.



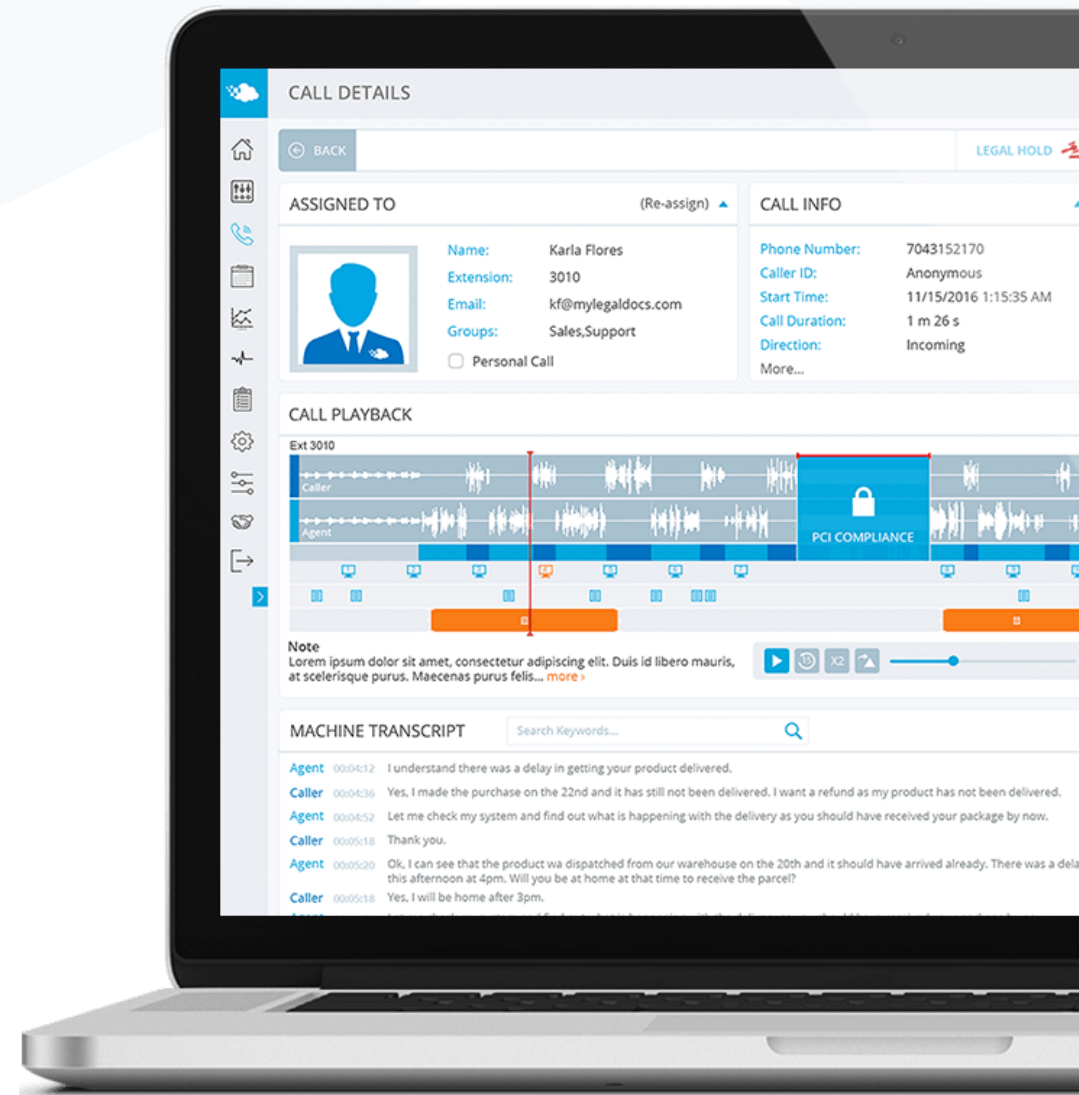
Call Recording

CallSwitch Business can be enabled for native cloud-based call recording, offering a 90 day rolling archive of your calls, complete with secure data centre storage.

Should you need to retain copies of call recordings beyond the previous 90 days, the platform enables you to archive recordings to your own Amazon S3, Google Drive, or Dropbox storage solution.

If you're operating in a regulated industry and need to adhere to strict compliance requirements, such as MiFID II or PCI, we also offer a fully compliant, cloud based call recording and analytics platform – Atmos.

The Atmos platform comes complete with advanced search and retrieval, 256 bit encryption, long-term immutable storage, and payment platform integration, delivering the ultimate telephony compliance suite.



Intelligent Integration

Key to any Unified Communications solution is integration with other critical services, improving both productivity and accuracy.

CallSwitch can offer full contact integration and call logging with the leading CRM platforms, delivering plug-and-play compatibility across Salesforce, Microsoft Dynamics, Sugar CRM, Hubspot, Zendesk, Bullhorn, Pipedrive, Suite CRM, Zoho and Vtiger. Less common, web-based, CRMs are also catered for, offering both 'click-to-dial' and 'screen pop' functionality.

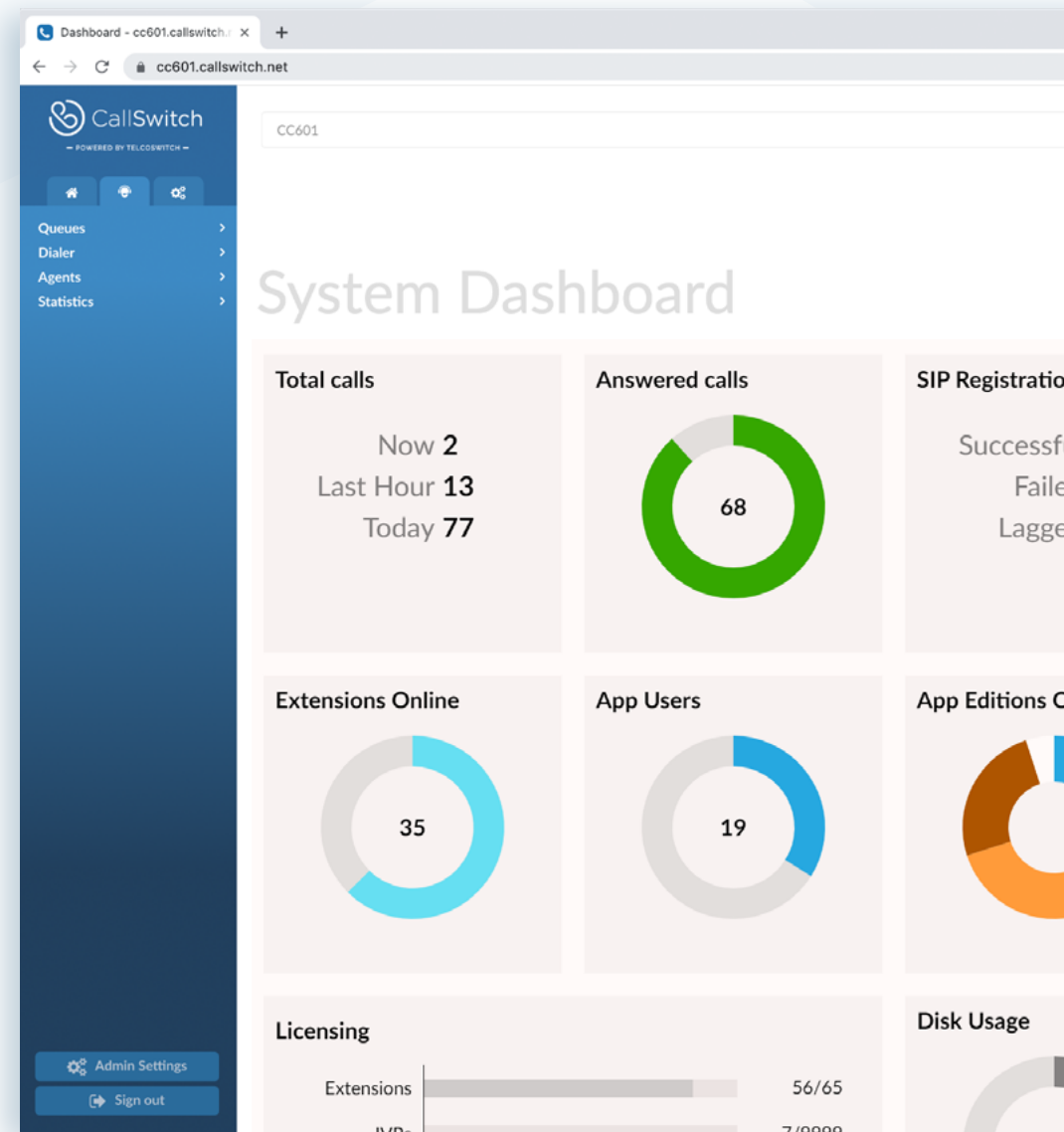
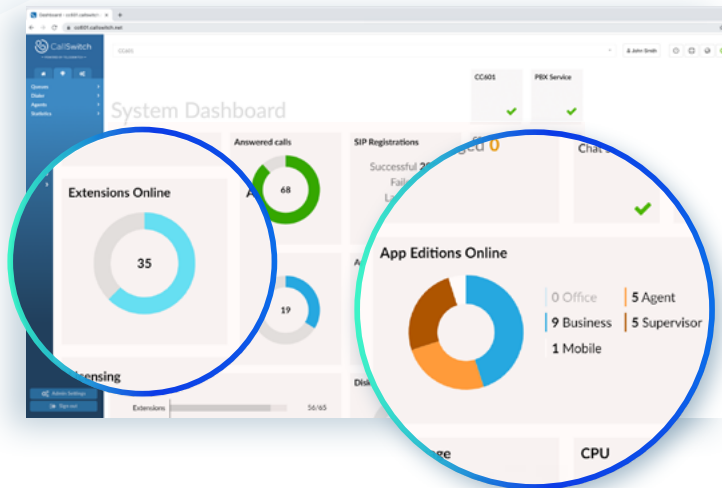
CallSwitch also integrates with Microsoft Teams, offering a cost-effective and resilient solution for voice in a Microsoft world.



Administration Portal

Our secure, web-based portal enables you to perform a wide range of administrative duties from anywhere.

Add extensions and hunt groups, make configuration changes to call routing, control end-user features, maintain centralised contact directories, and far more can be centrally configured, deployed, and managed instantly.





Desk Phones

CallSwitch is compatible with handsets and conference devices from all the leading manufacturers, catering for all budgets.

This enables us to help you match desk phone hardware to the requirements and specifications of different groups of users or departments.

Yealink

Gigaset



Jabra®

poly

EPCS

Network Resilience

Our CallSwitch platform runs from multiple, geographically redundant, UK data centres. Our primary data centre is London Volta, offering industry-leading resilience for connectivity, power and cooling, and is a co-location centre of choice in the heart of the City.

We run load balanced controllers and hosts across advanced Linux Based Dell server clusters, providing additional backup, and connect to the PSTN using direct SS7.

IP traffic flows directly over uncontended links, and the platform peers extensively over LINX and LonAP as well as privately, ensuring traffic is handed to other ISPs locally wherever possible.



Contact Information

shiny
networks

